2022 ANNUAL REPORT

API — BUILDING CAPACITY FOR CHANGE

វិទ្យាស្ថានតស៊ូមតិ និងគោលនយោបាយ
ADVOCACY AND POLICY INSTITUTE

FUNDING AND IMPLEMENTING PARTNERS

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Message from the API Board of Directors and the Executive Committee

On behalf of the Advocacy and Policy Institute (API), we, as members of the Board of Directors and the Executive Committee, would like to express our sincere gratitude to all API's funding, implementing and networking partners, beneficiaries and friends, who participated and supported our mission and activities in 2022 despite the world is facing the most difficult times of the long years of global Covid 19 pandemic and The Russian Ukraine War caused negative impacts on global economic, geopolitics, democracy, human rights and global & international order. It has more or less impacted the API vision to a Cambodian as part of the world that – through poverty reduction and the protection of human rights – creates a national culture of harmony with sustainable democratic, political, and economic stability.

Namely, funding partners are the European Union (EU), the United States Agency for International Development (USAID), the United States Department of State, the Swedish International Development Cooperation Agency (SIDA), the Dutch Ministry of Foreign Affairs through the Voice grant facility, Brot für die Welt (BftW), CARE International in Cambodia, DanchurchAid (DCA), East-West Management Institute, Inc. (EWMI), Family Health International (FHI360), Oxfam in Cambodia, Nickol Global Solutions, Pact Cambodia, Transparency Cambodia, Wilde Ganzen Foundation (WG). Implementing partners are: Epic Arts, InSTEDD, IDEA, Old Age People Associations, Musical Association of People with Disabilities (MAPD), Phnom Penh Center for Independent Living (PPCIL) and the members of the Coalition for Partnership in Democratic Development (CPDD), the Access to Information Working Group (A2IWG), and the Budget Working Group (BWG), Committee for Cooperation in Cambodia (CCC), NGO Forum on Cambodia, Anti-Corruption Working Group, Digital Rights Working Group (DRWG), Social Protection for All Working Groups (SP4All), Technical Working Groups and Steering Committee of Social Accountability (ISAF PSC).

We would also like to express our appreciation for the good collaboration with community based organisations (CBOs), the media and the government institutions and local authority associations: the National League of Local Councils (NLCS), the Local Councillors' Associations and Local Authorities of Banteay Meanchey, Battambang, Pursat, Kampong Chhnang, Kampong Speu, Kandal, Takeo, Kep, Sihanoukville, Koh Kong, Siem Reap, Kampong Thom, Kratie, Stung Trieng, Ratanakiri, Mondulkiri and Phnom Penh, the National Committee for Sub-National Democratic Development (NCDD), the Ministry of Interior (MoI), the Ministry of Education Youth and Sport (MoEYS), and the Ministry of Health (MoH), Ministry of Information, Ministry of Economic and Finance, Ministry of Tourism and Ministries of Commerce, Ministry of Land Management, Urbanization and Construction, and all local authorities and service providing institutions in the areas where API was active during 2022 with the support and contributions towards achieving our Strategic Plan (2019-23) with the goal to realising the rights and enhancing the voices of citizens for sustainable development in Cambodia, especially the rights of women, youth and disadvantaged groups such as low-income citizens, persons with disabilities, youth indigenous people and out of school children and holding the government accountable, advocating for the right to information, more transparency, improving public services and local governance in Cambodia.

Last but not least, the Executive Committee would like to thank all members of API's Governing Board of Directors: Mr. Chandara Soeung, Ms. Kasumi Nakagawa, Mr. Michael Engquist, Ms. Phoungmaly Nhean, and Mr. Bunthoeun Than and our advisor (Mr. Lars Krause) and all volunteers who are offering us their time and effort on a voluntary basis, making precious contributions to grow API with lots of successes. A special word of thanks goes to our staff members and volunteers at offices and community and all stakeholders, and to the leaders and members of the communities in our target areas, as well as to the government officials at all levels who worked hard and contributed to the successes in 2022 and beyond.

CHANDARA SOEURNG
Chair of Board

PHOUNGMALY NHEAN
Board Member

KASUMI NAKAGAWA
Board Member

BUNTHOEUN THANN
Treasurer

MICHAEL ENGQUIST
Board Member

Phnom Penh, January 15th, 2023
On Behalf of API's Executive Committee   On Behalf of API's Board of Directors

Mr. Socheat Lam   Mr. Chandara Soeurng
Executive Director   Chair of Board of Directors
Advocacy and Policy Institute   Advocacy and Policy Institute

With API's 4th Strategic Plan (SP) for the period of 2019 to 2023, API pursues the strategic goal of realising the rights and enhancing the voices of citizens for sustainable development in Cambodia with a focus on women, youth and disadvantaged groups (low-income citizens, persons with disabilities, indigenous people and out of school children in Cambodia.

In 2022, API has completed and achieved positive results under four main strategic outcomes in 15 provinces and at the national level below:

Outcome 1: API has influenced a number of laws and policies including; draft access to information law, draft law on public procurement, sub-decree on internet gateway, 2022 national budget law and 2023 macro-economic framework, social protection policy framework and social accountability and D&D policy reform framework. API ensured that each law is to promote the rights and needs of citizens, especially youth, women and disadvantaged groups of people with disabilities, indigenous people, and secured democratic spaces for them to exercise their rights to participate in law development & implementation.

Outcome 2: API has empowered a total of 121 diverse groups of the disadvantaged citizens (including ID poor families, elder population, youth, people with disabilities, women street vendors, indigenous people, and leaders of the community base organisations [CBOs) working for natural resource management) to raise their concerns. This activity managed to hold the sub-national administrations accountable to address total 111 community issues (including public services regarding social protection, health, education, administration services) at over 300 communes, 70 districts in 12 provinces.

Outcome 3: API has enabled more than 100,000 people to actively access public information from the government offices at all levels. Owing to the support from API, at sub-national administrations in 15 provinces (including 70 districts, 300 communes, 300 health centres, and 500 schools) to disclose public information about budget and expenditures 2021 & 2022, and public services of each respective institution in 15 target provinces.

**Outcome 4: API is enhancing its organisational capacity and sustainability through successful fundraising over achieved the annual target in 2022 & 2023**. During the fourth year of the strategic plan, 2022, the vast majority of key objectives were successfully implemented. However, global COVID-19, economic crisis and high inflation rate due to the Russian invasion to Ukraine pressured our operation.

Throughout this year, API managed to retain full donor support for all 13 ongoing projects and five projects were successfully completed. BftW funded Project #1 Citizen's Voices and Actions for Sustainable in Cambodia phase I (2019-22); USAID funded Project #6 One Window for Citizens, 2019-22; EU/SIDA/TI funded Project #17 Public Procurement Transparency; Oxfam funded Project #10 Citizen Engagement in Social Protection in ISAF; and USAID funded project #13 Young Women Leaders and Entrepreneurs.

Five new projects are DCA funded #19 Citizen Voice and Action for Access to Information and Accountable Local Governance; project #15 US State Dept./EWMI continued Access to Information for All (A4A) and project #17 Public Procurement Transparency; and project #18 Women & Youth Empowerment in Leadership Program and the project #19 Swiss & Germany funded through GIZ/ GFA on Improved Service Delivery for Citizens in Cambodia, 2023-25.

Fundraising targets for 2022 have been over-achieved. By 31 December 2022, API's annual income reached an estimated of 1.4 million USD. By January 2023, we estimated a budget volume of 1.2 million USD funded for the current year 2023.

This report covers API project results in 2022 under each strategic outcome in all target provinces.
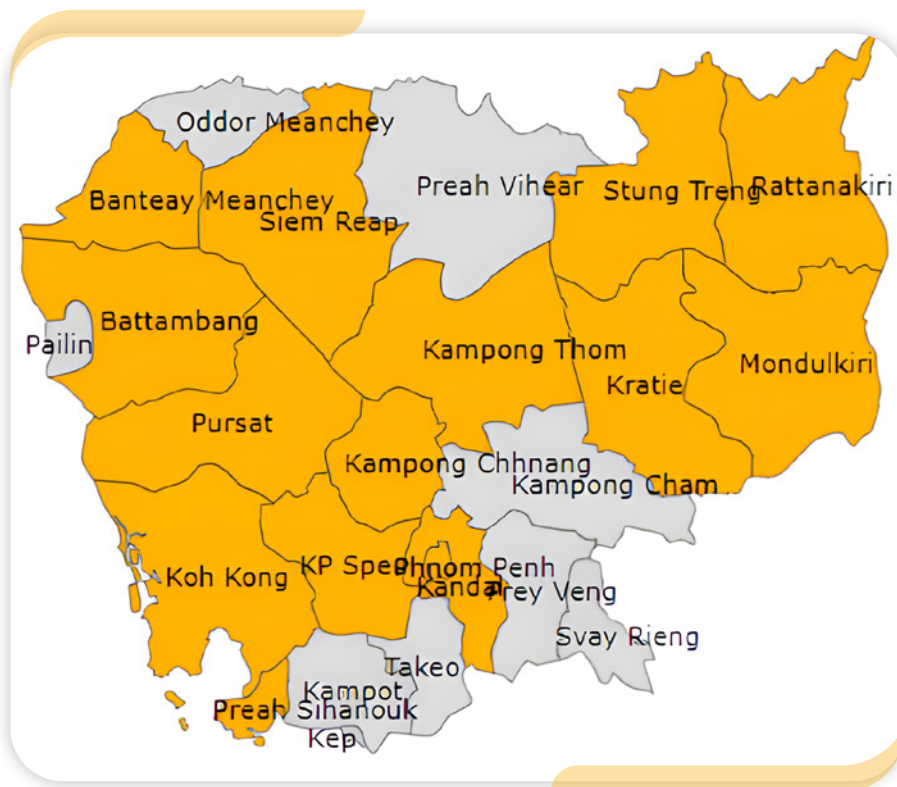
III Achievement by Outcome

Outcome One *Influenced policy and implementation to address the rights and needs of citizens, especially youth, women and disadvantaged groups*, and secure democratic spaces for them to exercise their rights.*

Project#1: *Citizens' Voices and Actions for Sustainable Development in Cambodia advocated, funded by BftW and DCA, 2020-22.*

This project empowered 121 CBOs to advocate sub-national and national governments to address their issues. All 111 requests and needs, including 8 main community cases were advocated by CBOs and successfully addressed by the government in 2022. It achieved 200%. There were 8 main cases successfully solved on improper water use and rehabilitation of canals, encroachment on lake land, district government staff cheated money out of community saving groups, gangster fighting and illegal fishery. And 27 issues were partly solved.

Project#2: *To influence laws & policies at national level and its implementation to address the rights and needs of citizens, API leads & participates in CSOs Working Groups and Networks.*

API leads 1). Access to Information Working Group (A2IWG); 2). Elected Chair Board of Directors, the Coalition for Partnership in Democratic Development (CPDD), 3). Elected Chair of the Budget Working Group (BWG) and API is member of 4). The Social Protection for All (SP4All), 5). Social Accountability Working Group (ISAF TWG), 6). Digital Right Working Group (DRWG) and 7). Anti-Corruption Working Group and 8). Open Government Partnership (OGP) and 9) Cooperation Committee for Cambodia (CCC). The leadership membership meetings agreed to have better coordination among the working groups, leadership and membership meetings, and joint advocacy actions from 2023 onward.

1. Access to Information Working Group (A2IWG): Advocacy on Access to Information (A2I) Law. API has supported over 90 female indigenous community activists and youth network leaders in all provinces and within the framework of the CSO Access to Information Working Group at the national level to advocate with the government, particularly the Ministry of Information and the National Assembly. Government & National Assembly and political party representatives accepted the inputs from CSOs and CBOs representing indigenous people and people with disabilities and committed to pass the draft A2I law as soon as possible.

2. The Coalition for Partnership in Democratic Development (CPDD) with the mission that API has nurturing democratic accountability and good governance through the promotion of a common voice and meaningful engagement of civil society. API has played the role as elected Chair of Board of Directors, produced and joined statements and provided policy inputs on draft law on access to information and led the campaign with the A2IWG to advocate for the law adoption. API supported CPDD, produced public statements and collected CSO inputs on the government ten years national plan (NP 2), 2021-30 and the five years national plan 2021-25 and the Annual Budget 2022 & 2023. The CSOs demanded on the sub-national budget reallocation for social development would successfully be approved soon, expectedly in 2023 at least 25% of total development budget of commune/sangkat budget. Since the first election in 2002, the government has invested in infrastructure development projects for economic development over 20 years, acquiring almost total development fund. It has no fund available for social development needs of the vulnerable groups.

3. The CSO Budget Working Group (BWG) with it mission to provide an institutionalised budget advisory platform to analyse, discuss and advocate on transparent, accountable and inclusive national and sub-national budget decision making and budget implementation and monitoring processes. API together with TI and NGO Forum lead the BWG, attended Budget Working Group meetings and policy discussions with the Ministry of Economics and Finance on Macro-Economic Framework 2022 and Response to Covid 19 Recovery. And the government has completed a sub-decree (Anukrit) to increase and reallocate commune budget from 25% to 30% for social development fund per commune in 2023 onward. This confirmed very successfully that the project advocacy objective for the social development fund increased as contributed and impacted from project # 5 advocacy. API is one of core founding members of the CSO Budget Working Group (BWG), currently elected as Chair of Steering Committee of the Budget Working Group; Transparency Cambodia (TIC) is Deputy Chair and the NGOs Forum on Cambodia is the secretariat. BWG works on the budget transparency and accountability in Cambodia.

4. The Social Protection for All (SP4ALL): API joined as member of The Social Protection for All (SP4ALL), chaired by YRDP and Secretariat at Oxfam, which is a citizen led platform aspiring to raise citizen awareness on social protection and elevate citizen concerns to the duty bearers. The platform of various civil society organisations (CSOs) in Cambodia and across the region seeking to learn and share knowledge around social protection topics and API advocacy for social protection law and government social protection programs for people with disabilities and old age people and street vendors as they are excluded from the social protection assistance package.

5. Social Accountability Working Group (ISAF): API joined regular meetings of ISAF Project Steering Committee (PSC) and ISAF Technical Working Group, completed the ISAF Demand Side Operation guideline for the District/Municipality/Krong level (DMK); Technical Guideline on Social Protection in Social Accountability Framework (ISAF) & piloting the Oxfam and Voice funded project in Khan Sen Sok for the improvement social protection services to people with disabilities, old age and ID poor families in urban city (Phnom Penh); And Operation guideline on social inclusion in ISAF was endorsed by the PSC and the government to strengthen implementation of ISAF for a great social inclusion in all aspects and full ISAF cycles including the capacity building, implementation, monitoring and evaluations and reporting.

6. The Digital Right Working Group (DRWG): API recently joined as a core member of the Digital Right Working Group, with 14 CSOs to advocate digital rights and internet freedom such as Sub-decree on Internet Gateway...etc. API has built the capacity of the working group members on internet freedom monitoring and internet security, right to information and advocacy for internet freedom. API has produced the first Cambodia Internet Censorship Report in 2022. It found that 43 websites were seriously blocked and this issue was raised by the API Director to the Secretary of State, Ministry of Interior and Ministry of Telecom who are in charge of ICT & Digital related Laws & Policies in the ODC ICT Forum 2022. API shared report findings in the Cambodia People Forum with a few hundred participants and The ASEAN People Forum, as Cambodia was Chair of ASEAN Summit 2022.

7. Anti-Corruption Working Group & 8. Open Government Partnership (OGP): API is a member of the Anti-Corruption Working Group & Open Government Partnership Working Group (OGP Cambodia), secretariat at Transparency Cambodia. API together with TI, CCC, CPDD, ODC and others organised annual Anti-Corruption International Day and its campaign to promote public participation, especially the youth on anti-corruption efforts in Cambodia, in focusing on clean business and political corruption.

9. Cooperation Committee for Cambodia (CCC): API is a member of CCC to advocate for the government on enabling the environment for CSOs and advocated government to reduce tax compliance and reporting requirements, demanded for CSOs Law amendment, and strong partnership between government and the CSOs for CSOs' operations to achieve the sustainable development goals for Cambodia and the independence of CSOs as good governance actor in democracy and development. We issued joint letters to MoI for hosting annual government and CSO partnership forums at national and provincial levels. However, the national government and CSO partnership forum was not held in 2021-22 due to Covid 19, MoI logistic challenges, and a MoI new building is being constructed. After high level consultations at MoI and CSO's demand (CCC CPDD NGOs API joint letters to MoI), the government and CSO partnership forum was decided to be held at the hotel on 10 Jan 2023. CSO thematic networks and working groups have its members inputs on their operations challenges and proposed solutions from its respective members and consolidated as CSO position papers and Talking Points in the partnership forum.

| **Outcome Two** | *Empowered disadvantaged citizens to voice their concerns and hold the Government accountable.* |

Project#5: *Strengthening Youth Participation in Local Planning and Budgeting.*

This project was completed in 2021. But the project tech tool (The Citizen Budget App) is being used to collect the Commune and District Budget and Expenditures in 2022 with all over 300 targeted communes in 6 provinces. The budget data generated from the Citizen Budget App was printed and educated community peoples through outreach activities of project #1 and #15.
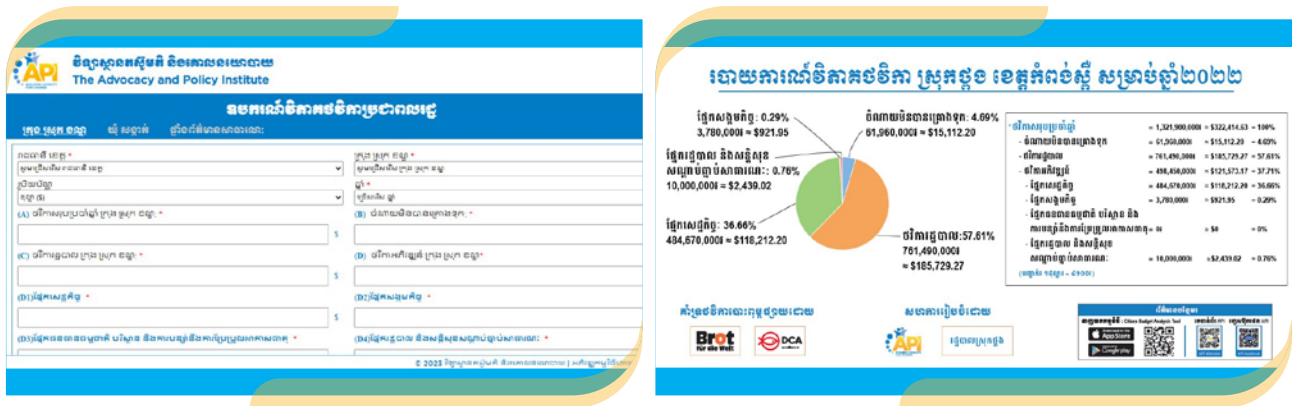
Project#6: *One Window for Citizen Project.*

This project was very successfully completed with high appreciation and over-achieved its objective and targets. *The final evaluation undertaken in 2022 found that the overall impact of the OW4C Project was positive.* There was a strong collaboration among the project implementing partners (NGS, INSTEDD and API) and a recognition by government, especially The One Window Service Office (OWSO) at district and One Window Service Unit at provincial level (OWSU), and district and provincial and the ombudspersons confirmed that the project approaches were identified as correct and meaningful and achieved its indicators (blue in 2020 and grey in 2022) as below.
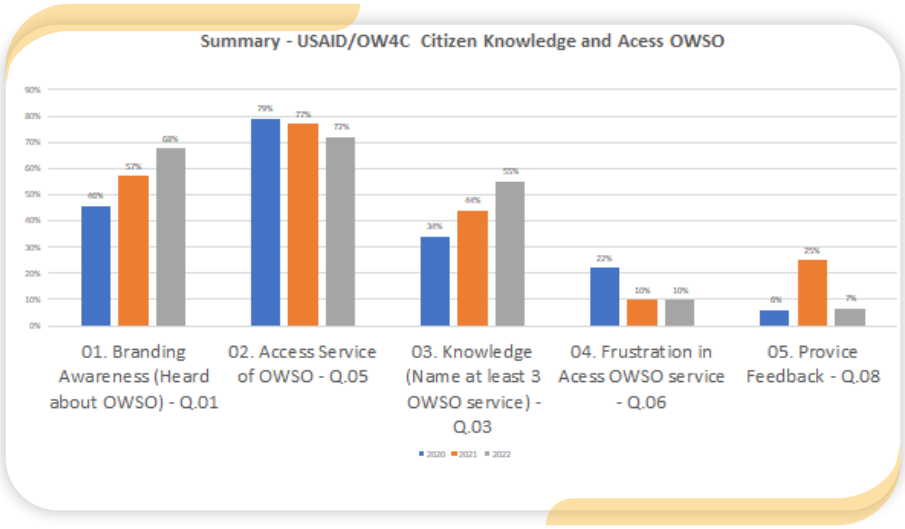
The positive change in delivering improved service by OWSO/OWSU and Ombudspersons to citizens was confirmed through an increase of the numbers of service used and the reduced the complexity and difficulty in receiving services of OWSO/OWSU. This therefore increased satisfaction of the citizen on the performance/quality services of the OWSO/OWSU, and increased commitment of the OWSO/OWSU to respond to citizen's feedback (especially on improving performance/service that requires limited or no budgetary spending).

The PIDOR Facebook Chatbot and and the OW4C project public dashboard is expanded to other 40 districts in 5 additional provinces of the BftW & DCA funded project #1 from 2022 to 2024 that are very helpful for citizens to access information and feedback to improve OWSO/OWSU base on users experiences. API was discussing with the local authority and MoI on the use of this project civic tech tools, data and synergy with other Germany & SWISS funded GIZ's Improved Public Service Delivery (ISD) project from 2023 to 2025.

Project#7: *Adopting and Adapting Change the Game Academy (CtGA) for Mobilising Support (MS) Capacity in Cambodia.*

API provided a third annual training program, with a series of training & mentoring on Mobilising Support/Advocacy for 13 days to 20 leaders of 10 local and international organisations (10 female). During the training, each participant organisation produced one MS plan. In total, 10 Mobilising Support (MS) plans were developed and implemented. As a result, 2 Mobilising Support Plans were implemented 100%, 4 MS plans achieved 70%, and the remaining 4 are in progress. Among 10 MS plans, 4 partner organisations focused on mobilising support in improving services such as education, health and childcare, 4 organisations focused on community forest/food security, 2 organisations focused on human rights/democracy with youth, and 2 organisations focus on mobilising support to authorities' response to disability people's needs in their target areas. See at https://www.changethegameacademy.org

Project#9: *People with Disabilities Voices and Action in Social Accountability (ISAF)*

In Takeo province was successfully completed in 2021 and expanded with two new projects in 3 different sangkats in Khan Sen Sok, Phnom Penh, **Project # 10 Oxfam funded Citizen Engagement for Social Accountability in Social Protection in ISAF & Project #18: Voice funded Louder Voices for Social Protection through I-SAF in Sen Sok, Phnom Penh,** to improve public service for all citizens, specifically at least 126 people with disabilities, 96 old age people and 282 ID poor families. At least 63% female from each group is direct project beneficiaries on social protection services of the sangkat and Khan, schools and health centers through the information for citizen meetings and CBOs meetings with their members.

Both projects (#10 and #18) aimed to strengthen the capacity of citizen representatives and service providers on social accountability and social protection, related rights of service users and to improve social protection and public service quality. Vulnerable groups provided feedback and voices on social protection through citizen scorecard meetings which are heard and responded to in ISAF and Social Protection Mechanism.

Both projects trained 37 leaders, 19 female, representatives of over 1000 members of the old age, people with disabilities and the ID poor community based organisations (CBOs) and Community Accountability Facilitators (CAFs). Now they are able to facilitate over 1000 citizens with over 244 service providers, 195 female, and engagement activities to improve social protection services, in six sangkat, 10 schools, and 5 health centres.

Over 200 government officials understood I-SAF and strongly cooperated with API to run project activities. They responded to the needs and rights of the vulnerable group with at least 94% of what they promised in 2020-21 were implemented in 2022. See Joint Accountability Action Plan-JAAPs.

Project#11: *Supporting Meaningful Civic Engagement by Leveraging Digital Technologies*

To empower young ethnic minority citizens to make government more participatory, transparent, responsive and accountable, by leveraging digital technologies in 5 provinces, 33 districts and municipalities, 181 communes and Sangkat.

The technical capacity building team adjusted the new training approach based on the result from the evaluation, which contributed to improve the effectiveness of the monitoring. API has empowered CAFs through a series of trainings, coachings and field practices. This year, API trained 545 Community Accountability Facilitators (CAFs), including 343 females and 107 newly recruited CAFs.
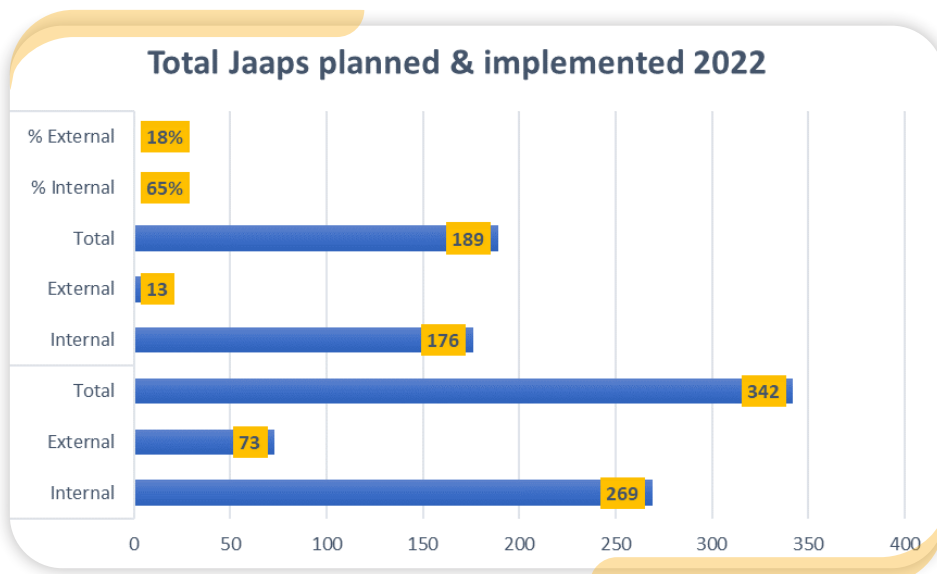
As of December 2022, approximately 39% (747) action items of the Joint Social Accountability Plans (JAAP) have been implemented to improve health, education and administrative service in 181 communes.

Project#12:   *Innovations for Social Accountability in Cambodia (ISAC)*

Supported citizens to improve their capacity, access to information, and network for collective action, helping them to build public demand and develop solutions to address the community's priorities in 10 Sangkat in Ta Khmau municipality, Kandal province.

The Annual planning cycle of Joint Social Accountability Action Plans (JAAP) was produced in 2021 and to be implemented in 2022. Among 342, 189 activities of joint accountability activity plan (JAAP) 2021 were implemented in 2022 with at least 55% of all actions is to set up or renovate to improve facilities & services of health centres, primary schools and administration services in 2022. It was over 5% if compared to the indicator (50%) by 2022 as pictures below. The remaining 45% and new additional 364 actions of JAAP 2022 will be implemented by the government in 2023.

Total Jaaps planned & implemented 2022

Category	Value
% External	18%
% Internal	65%
Total	189
External	13
Internal	176
Total	342
External	73
Internal	269

The remarkable positive result is that the Governor of Kandal province has officially reallocated provincial funds to implement above remaining social accountability actions for 500$ per each sangkat/commune per year from 2023 onward and also to strengthen government ownership and sustainability. Below chart is the status of joint accountability activity plan (JAAP) 2022 implementation.

Project#13: *Voices and Action of Young Women Leaders and Entrepreneurs.*

This initiative enhanced capacities and created an enabling environment for women street vendors to participate in entrepreneurship & business-related advocacy action and dialogue with the authorities to address their issues and promote social and economic rights.

This year alone the project has influenced the government social protection program, the government has issued the Decision # 67 "Intervention on Social Protection for informal sector, however, street vendors are yet provided.

In 2022, the sales income of street vendors were confirmed with the increase. 120 street vendors (all female) in Phnom Penh, Sihanouk, and Siem Reap had received mini-business grants of 300 USD each to support their family business as negatively impacted by the Covid 19 in 2021.

Outcome Three *Improved access to, and disclosure of, public information on local and national vital issues especially public budgets.*

Project#1: *Citizens' Voices and Actions for Sustainable Development in Cambodia.*

Totally, 50,316 (25,127 female) CBO members and citizens increased awareness about district budget information and district one window services through Pidor Chatbot in 4 Provinces (Banteay Meanchey, Kampong Thom, Kampong Speu and Pursat) through door-to-door and small group dissemination meetings.

Traditionally, citizens accessed the 2022 commune and district budget information of 52 districts and 378 communes through 800 banners of budget information hanging on the public places. Approximately among 4,136 citizens (1,229 female), 10% of them have been engaged in the project directly and they exercised their right by asking for public information, including budgeting, from commune and district administrations and councils.

However, the 2022 survey confirmed that the CBO members (27%) mostly received information about budget and procurement expenditure from district forums and commune meetings while most of them did not understand the budget and procurement expenditure during the meetings/forums.

Moreover, only 33% of CBO members agreed that the communes and districts have to share the information about the budget and procurement expenditure publicly. At least 16% of CBO members had participated in the meetings with district forums about public services, budget and public procurement expenditure.

This survey has three main recommendations that API should consider to improve the project implementation, right to information, and advocacy to achieve its project objectives in 2023.

Project #2 to #4 has no direct intervention on access to information.

Project#5: *Strengthening Youth Participation in Local Planning and Budgeting.*

Base on district and commune budget data 2022 collected through the project civic tech tool (Citizen Budget App) in collaboration with provincial associations of local councils. The project #5 tech tool products produced budget data into booklet forms. Around 14,000 commune budgeting booklets were printed and distributed to target communes / sangkats, schools, hospitals, youths and other citizens in the communes to raise more awareness on commune budgeting and promote citizen engagement and participation in commune investment planning and budgeting. See at http://citizenbudget.apiinstitute.org

Project#6: *One Window for Citizens.*

Pidor Facebook page of One Window Service has reached around 230,000 people viewing its key messages. Totally, 30,079 citizen (15127 female) who are from private sector, monk, OWSO service users, CBOs, students, youths, and citizens accessed detail information on OWSO service and role of DO, orienting on how to use IVR and Facebook Chatbot and giving floor to citizen or OWSO service users providing feedback through IVR and Chatbot via 87 times of door-to-door dissemination meeting.

- Facebook: https://web.facebook.com/pidorow4cbot/
- Public dashboard: https://dashboard.ow4c.info/

The results shown on the OW4C Public Dashboard illustrate the total unique user: 19296 and total visit: 30275. The tech tools enable citizens to know more about the services at OWSOs and provide the feedback. Selected youth volunteers have worked with the project as part of the community mobilisation. The OW4C social accountability tools have brought promising results for the improvement of the OWSO services.

The impact of OW4C-promoted tech tools for citizens who use the OWSO/OWSU services and overall potential users was identified through increased citizens' awareness, direct usage, and feedback to the OWSO, and therefore decreased barriers in using the OWSO services.

The impact of OW4C public outreach to support enhanced awareness and accountability was recognized through the increased knowledge and skills of the OW4C Youth Ambassadors and infomediary trainees, and their commitment to continue their leading roles in the community.

__Project # 7 to # 9 have no direct intervention on access to information.__

Project#10: *__Oxfam funded Citizen Engagement for Social Accountability in Social Protection in ISAF__*

Project#18: *__Voice funded Louder Voices for Social Protection through I-SAF__*

In Sen Sok, Phnom Penh, educated at least 126 people with disabilities, 96 old age people and 282 ID poor families. At least 63% female from each group is educated on their right to information and social protection services and budget of the sangkat and Khan, schools and health centers through the information for citizen meetings and CBOs meetings with their members.

Both projects (#10 and #18) aimed to strengthen the capacity of citizen representatives and service providers on social accountability and social protection and related rights of service users and to improve social protection and public service quality. Vulnerable groups provided feedback and voices on social protection through citizen scorecard meetings are heard and responded to in ISAF and Social Protection Mechanism.

Both projects trained 37 leaders (19 females), over 1000 representative members of the old age, people with disabilities and the ID poor community based organisations (CBOs) and Community Accountability Facilitators (CAFs). Now they are able to facilitate over 1000 citizens and with over 244 service providers, 195 female, engagement activities to improve social protection services, in six sangkat, 10 schools, 5 health centres.

Over 200 government officials understood I-SAF and strongly cooperated with API to run project activities. They responded to the needs and rights of the vulnerable group and at least 94% of what they promised in 2020-21 were implemented in 2022. See Joint Accountability Action Plan-JAAPs.

Project#11: *Supporting Meaningful Civic Engagement by Leveraging Digital Technologies Project.*

All targeted beneficiaries in 181 targeted communes and Sangkat frequently updated the new version information package for citizens and conducted face to face group meetings and door to door dissemination meetings by community volunteers in their communes and through motorbike with loudspeakers. A total of 10,489 citizens including 7,045 females, 3,112 youths, 3213 ethnic minority people, and 1793 people with disability joined in 583 events of information for citizen (I4Cs) dissemination in five target provinces, Ratanakiri, Mundolkiri, Stung Treng, Kratie, Koh Kong.

172 of 181 targeted communes, 90.65% of 792 primary schools, and 96.52 % of 115 health centres have posted the public Information for Citizens (I4C) on commune, primary schools and health center annual budget (income and expenditures), public service standard and citizen rights to access and provide individual and collective feedback to improve public services (through citizen scorecard meetings).

Project#12: *Innovations for Social Accountability in Cambodia (ISAC).*

It promoted 1,351 people (64% female); 135% achieved its annual target; citizens received civic education and citizen rights to information on basic services and budget and joint agreed accountability activities to improve public services. The project promoted citizen access to information on services of sangkat offices, primary schools, and health centres through mobilised loudspeakers in 10 target sangkats in the Ta Khmau municipality.

Project#13: *Voices and Action of Young Women Leaders and Entrepreneurs.*

It promoted awareness of sub-national level (provincial and district) services and legal regulatory implementation support related to One Window Service Offices. In addition to 218 street vendors receiving civic education and information on their socio-economic rights over last years, the new 72 street vendors (32 Female) accessed information about One Window Service information through Pidor Facebook page and face to face orientations. Eight of them accessed OWSO to receive a motor license, a legal birth certificate and registration for small businesses.

Project#15:   *Access for All: Promoting Access to Information in Cambodia.*

It has empowered 90 women indigenous CBOs leaders and members to become more active participating in a public dialogue (commune and district forum, monthly meeting, and Commune Investment Plan (CIP) process). 26/45 requests for information and community issue interventions have been positively solved and a total of 12 cases of indigenous women or CBOs have been solved by the government after they have well understood the process of economic land concession and practised making requests for information on economic land concession.

Project#16:   *Internet Monitoring and Action Project (iMAP).*

API joined the Digital Right Working Group, as the Civil Society Network to Monitor Internet Censorship in Cambodia. API produced an Internet censorship report for Cambodia 2022 with the Sinar Project, in collaboration with the Open Observatory of Network Interference (OONI). An important part of identifying censorship is determining which 43 websites to examine for blocking in the first semester of 2022. The OONI's free software (called OONI Probe) is designed to examine URLs contained in specific lists ("test lists") for censorship. By default, OONI Probe examines the "global test list" that includes a wide range of internationally relevant websites, most of which are in English.

API has built capacity for more than 61 civil society organisations in Cambodia to have better understanding of internet censorship, digital rights and safety in advocacy.

API is enabling Community Action for a Freer Internet: To improve access to the Internet and promote freedom of speech and expression on the Internet. API collaborated and engaged in multi-stakeholder policy dialogues and shared the findings of Cambodia Internet Censorship Report 2022, in the Cambodia People Forum and The ASEAN People Forum in November 2022 recently.

Project#17: *Towards Public Procurement Transparency (PPT).*

API and TI together piloted the Towards Public Procurement Transparency (PPT) Project with the overall objective is that citizens benefit from enhanced efficient and effective public resource management through strengthened public procurement practices, with expected outcome that increased access to and disclosure of public procurement information.

API and TI have provided inputs on Draft Public Procurement Law through legal analyses of the draft law and provided analysis reports and recommendations to the government (MoEF, MoYES and Anti-Corruption Unit) and the development partners (UNICEF and EU etc.). MoEF accepted 4 recommendations to improve four articles of draft procurement law. Article 11 should be adjusted to make Public, Competitive Bidding the default method, rather than the preferred method, for selecting suppliers, contractors or service providers and open to all domestic and international bidders, with exceptions as stipulated in Article 12 and 13. Article 46 should ensure that the date on which the bids are publicly opened, is publicly announced in advance. Art.46 could be changed to require public announcement of bid opening to make the "public opening" requirement relevant. Article 48 should add "lowest evaluated cost and or best value for money based on price-quality ratio".

Project#18: *Women & Youth Empowerment in Leadership Program, 2022-24.*

The Ministry of Information confirmed that the draft A2I law was in the final stage of discussion between the Ministry of Information and the Ministry of Justice and Council of Ministers. Moreover, we expected that the Ministry of Information would improve it based on CSOs recommendations. However, the final copy of the draft was not shared to CSOs. The CSOs' inputs to the draft A2I law were well aware by the government and the Commission #5 of the National Assembly. The National Assembly advised the Ministry of Information to speed up the process.

Project#19: *Citizen Voices and Action for Access to Information and Accountable Local Governance, 2022-23.*

The project strengthened the grassroots advocacy actions and multi-stakeholder partnerships of CBOs and supported CBOs and young people with skills on communication and advocacy to address community issues. Totally 24 Issues and/or questions were raised by CBOs & youth in all public district forums. 10 issues were addressed and 14 issues are in the process. Totally, 28371, 15567 females, in Banteay Meanchey and Pursat province increased understanding on how to access the One Window Service Office through Facebook Chatbot and provide feedback without their identity. In addition, it also disseminated districts budget information.

Outcome Four — *Enhancing API's organisational capacity and sustainability*

API strategic outcome four is to enhance API organisational capacity and sustainability through achieving the results below. API is governed and managed effectively, transparently and efficiently (R4.1).The funding strategy is implemented successfully; and finances are managed according to international standard (R4.2). Strengthened human resource management and development supports implementation of the strategic plan (R4.3). And Systems for planning and monitoring, evaluation, accountability and learning (MEAL) are strengthened (R4.4).

Governing Board of Directors Functions

Two ordinary Board of Directors (BoD) meetings were held for making decisions & actions on 1). approved annual report 2021 and budget report 2021 and budget plan 2022; 2). reviewed and approved on Personnel Manual, Financial Guideline and Accounting Procedure, Procurement Policy and Procedure, Administration Policy, Fixed Asset and Property Management Policy, Staff Representative Terms of Reference and Guidelines, Information Technology and Information Communication Technology Policy (IT & ICT), Monitoring, Evaluation, Accountability and Learning Policy (MEAL), Board of Directors Manual, Executive Committee Manual, API Green Policy, API Code of Ethics; 3). applied for Good Governance Award, Good Resource Management Award, and Dynamic Program Practices Award with the Cooperation Committee for Cambodia (CCC) - NGO Governance and Professional Practices (GPP); 4). API Strategic Plan - Final Evaluation and New Strategic Development; 5). Proposal Development, etc.

Executive Committees Functions

Six ordinary and extraordinary Executive Committee (EC) meetings were held for making decisions on key documents prepared for the BoD meetings and approvals. EC discussed and approved and took actions on 1) updated BoD Manual, 2). EC Manual, 3). CCC-GPP applicant, 4).API strategy final evaluation and new strategy development, 5).Six monthly Plan and Budget and Progress Report 2021 & 2022, 6). Staff Representative ToR, 7). Proposal Development, 8). Green Policy, 9). Staff Code of Conduct…etc., 10).API Management Structure and Recruitment Plan, 11). Complaint mechanism, 12). Regularly six monthly Plan and Budget and Progress 2022, 13). quarterly staff meetings and annual staff retreat, staff appraisal and staff capacity building and staff meetings; staff structure; resource persons; operation strategy to implement projects during Covid 19 period..etc.

Monitoring, Evaluation, Accountability and Learning (MEAL)

The API Monitoring, Evaluation, Accountability, and Learning (MEAL) Policy was approved by API's Board of Director and API online database for planning and monitoring, evaluation, accountability, and the online database system for monitoring, evaluation, accountability, and learning is completed and in the testing stage.

IV   Key Challenges

Despite a large number of success and achievements that API accomplished in 2022, there remain some challenges as described below, in regard to organizational development aspect.

Organisational Development (OD)

- Need more improvement on capacities of staff members by strengthening internal communication and collaboration so that less external support is needed.
- Need more motivation to community & office volunteers to improve focal points functions.
- Need to identify key priorities even when limited time is allowed and limited resources is available to implement them.
- Maintain sustainable funding for future projects.
- High staff turnover remains as a challenge for a smooth and effective implementation of all projects.
- MEAL online database was developed, and effective usage and utilization is needed.

V   API Project in 2022

Throughout 2022, API implemented the below projects to achieve API Strategic Goals and Outcomes, 2019-23.

- Project #1: Citizens voices and actions for sustainable development in Cambodia in six provinces
- Project #2: "Youth Debate on Access to Information Law" at national level (completed in 2021)
- Project #3: API hosting the Coalition for Partnership in Democratic Development (CPDD) secretariat (completed in 2021)
- Project #6: One Window for Citizen Project in 8 districts and Krong in three provinces.
- Project #7: Adopting and adapting will change the Game Academy (CtGA) for Mobilising Support (MS) capacity in Cambodia, at Phnom Penh.
- Project #9: People with Disabilities' Voices and Action in Social Accountability, no cost extension, June 2021 (completed in 2021)
- Project #10: "Citizens Voices in Social Accountability in Social Protection in Khan Sen Sok
- Project #11: Supporting Meaningful Civic Engagement by Leveraging Digital Technologies in 30 districts in five provinces
- Project #12: Innovations for Social Accountability in Cambodia (ISAC) in Ta Khmau, Kandal

- Project #13: Voices and Action of Young Women Leaders and Entrepreneurs in three provinces,
- Project #15: Access to Information for All: Promotion Access to Information in Cambodia
- Project #16: Internet Monitoring Action Project (IMAP)
- Project #16: Internet Censorship Report 2022
- Project #16: Training Curriculum on Internet Security & Freedom, Access to Information and Advocacy

VI   API Publications Produced in 2022

API has produced a number of publications and reports in 2021. Some publications meant for the general public, soon to be available on the API website, include:

- Project #1 produced report on CBOs issues briefing & result solved status 2022.
- Project #1 produced CBOs advocacy plans in 2022.
- Project #1 produced CBOs Empowerment Strategy, 2022.
- Project #1: produced Baseline & Midline Survey Report 2022
- Project #1 printed district budget information (2022) for public access and disclosure of district budget information with ODC website and District Budget Banners.
- Project #6 conducted final evaluation report on One Window for Citizen Project in two target provinces, 2022
- Project #6 conducted a Barriers Analysis Report on One Window for Citizen Project in two target provinces, 2022
- Project #6 conducted annual assessment report 2022 (endline assessment report in Battambang & Banteay Meanchey).
- Project #6 produced 2022 consolidated scorecard report actions addressed by the government on One Window for Citizen Project in three target provinces in Battambang and Banteay Meanchey
- Project #7 documented 2 case studies on Change the Game Academy (CtGA) for Mobilising Support (MS) capacity in Cambodia, 2022.
- Project #9 produced contact list of 600 people with disabilities, 600 old age people and updated 500 ID Poor families in Khan Sen Sok, 2022
- Project #9 Government & CSO Steering Committee approved and printed the ISAF Operation Guideline phase II, People with Disabilities Inclusion in Social Accountability in both English and Khmer.
- Project #10 updated Operation guide on Citizens Engagement in Social Accountability on Social Protection Service in Khan Sen Sok in English.
- Project #10 updated Training Material on Social Accountability on Social Protection Service in Khmer & English

- Project #10 developed Accountability Joint Action Plans 2021 and implementation status 2022 and Scorecard Report & JAAP in Khan Sen Sok 2022.
- Project #11 produced ISAF Digital Scorecard Manual for Supporting Meaningful Civic Engagement by Leveraging Digital Technologies.
- Project #12 produced Accountability Joint Action Plans and Scorecard Report in Ta Khmau, Kandal, Innovations for Social Accountability in Cambodia (ISAC), 2022
- Project # 13 produced Survey Report 2022 on Street Vendors in Phnom Penh, Battambang, Siem Reap
- Project # 13 produced Survey Report on Mini-Grant for Street Vendors in Phnom Penh, Battambang, Siem Reap, 2022.
- Project #13 printed & distributed an ASEAN Policy Best Practices on Street Vendors in both Khmer and English.
- Project #13 produced a Street Vendors Small Business Grant Report 2022
- Project #1 &15 produced commune and district budget information updated 2022 for public access and disclosure of district budget information with ODC website and District Budget Posters.
- Project #15 produced Political Economy Analysis Report, 2022.
- Project #16: produced Internet Censorship Report 2022
- Project #17: produced Legal Analysis Report on Draft Public Procurement Law, 2022

All above productions are available on demands.

| VII | AP's Civic Tech Tools Used in 2022 |

Digital Tech Tools Development and Improvement in 2022

- API has implemented IT & ICT policy & assessed API ICT & social media's capacity and security risks by the USAID funded project; to improve, manage the digital systems/platforms and its infrastructure & its security and recovery plan and data management and storage.
- The project tech tools are being implemented and improved as below
- Project # 5 updated data in the Citizen Budget App on district commune budget analysis, 2022 commune & district budgets updated and disseminated to people.
- https://citizenbudget.apiinstitute.org/dashboard
- Project # 6 updated the Facebook Chatbot and public dashboard for citizen access to information on OWSO and OWSU services with more 40 districts in 8 more provinces with financial support of Bread for the World and Dan Church Aid for next three years maintenance & use as below:
  - Public dashboard https://dashboard.ow4c.info/
  - Facebook https://web.facebook.com/pidorow4cbot/
  - But deleted the IVR function through Cell-card: 095 888 159; Smart 087 999 393 and Metfone 088 9888 15

- Project #7 continue using online training materials in Khmer on CtGA's website to learn to mobilise resources and mobilise support with new participants at https://www.changethegameacademy.org/km/
- Project #10 generated data from the Digital Scorecard App on health, education, sangakat and district one window service at https://digital-csc.org/
- Project #15 practised the Budget Tracker to tracking commune and district budget information for promotion Access to Information in Cambodia
- Project # IMAP: Run OONI Tools for testing internet censorship in Cambodia
- OONI: Open Observatory of Network Interference | OONI
- API Online Database Development is completed and tested.

VIII API Communication and Visibility

- To engage current beneficiaries, donors, partners, and the public, API online platforms have increased 59.4% of the monthly active website users: 357
- 7,287 Facebook fans (29% increase)
- Monthly engaged users: about 2,044
- Daily engaged users: 68
- More than 80 videos on our YouTube channel, 10 of which produced by us over the past years, 16 videos produced in 2022 uploaded on our YouTube channel
- New contents are posted on the website mostly announcements, news and current reports. See at www.apiinstitute.org
- Videos produced and posted on API website and Facebook page reached a total of at roughly half million people, https://www.facebook.com/APIInstitute
- Local and international media (TV, Radio, newspapers and online media) have covered news about API works such as Radio Free Asia, Radio France International, Phnom Penh Post, Khmer Post, Voice of Democracy; Voice of America...etc.

IX OD and Business Plan 2023

- Develop consultancy market needs, business unit, plan response the market needs and start to implement
- Continue to explore feasibility of purchasing office or training space, after the initial market assessment, interviews with resource persons from the NGO world and donor consultation.
- Develop resource pool for API's projects and consultancy and training services
- Develop new strategy (2024-2028);
- Develop new fundraising strategy and implementation (2024-2028);
- Develop internal fundraising team to work together smoothly with well-coordinated approach;

- Mapping potential donors/funding partners and implementing partners that are aligned with the new strategic plan (to be developed in 2023);
- Recruit staff or consultancy contract-based capacity to support fundraising and consultancy service development.
- Consider adapting the CtGA Marketing Plan for API's full scope of services. Continue to invest into professional communication capacity.
- Implement new online M&E system
- Upgrade and implement ICT and civic tech tools with higher security protections
- Improve and implement social media and communication strategy
- Improve procurement plan, staffing, staff capacity building and financial management and compliances
- Improve program & admin and finance team work & cooperation
- Improve management & leadership & power-delegations and on-going trainings and reflections

| X | Project Planning 2023 |

API will continue to implement the below projects to achieve API Strategic Goals and Outcomes, 2019-23.

Outcome 1: Influenced policy and implementation to address the rights and needs of citizens, especially youth, women and disadvantaged groups, and secure democratic spaces for them to exercise their rights

Project#1: BftW & DCA funded Citizens' Voices and Actions for Sustainable Development in Cambodia phase II in five provinces, 2023-25. (Phnom Penh, Kampong Speu, Kampong Thom, Pursat and Banteay Meanchey)

Project #2: US State Dept, EWMI, USAID and TI funded Advocacy of Access to Information (A2I) Working Group and A2I Law in Phnom Penh, Kampot & Battambang, 2023-24.

Project #3: API is elected chairs of the Coalition for Partnership in Democratic Development (CPDD) & Budget Working Group (BWG) Board of Directors and members of other CSOs Working Groups to advocate policies at national level, 2023-24.

Outcome 2: Empowered disadvantaged citizens to voice their concerns and hold the Government accountable

Project #7: Wilde Ganzen Foundation funded Adopting and Adapting Change the Game Academy (CtGA) for Mobilizing Support (MS) Capacity in Cambodia, 2023 at national level.

Project 18: Voice funded (API, Epic Art, MADD, PPCIL and OPA) Louder Voices for Social Protection in I-SAF in Sen Sok, Phnom Penh, 2023

Project #11: EU funded to CARE, InSTEDD & API Supporting Meaningful Civic Engagement by Leveraging Digital Technologies Project in five provinces (Ratanakiri, Mondukiri, Kratie, Steung Treng, Koh Kong), 2023

Project #12: USAID funded through FHI360 Innovations for Social Accountability in Cambodia (ISAC) in Ta Khmau, Kandal, 2023-24

Project #17: SWISS & Germany funded Improved Service Delivery for Citizens in Cambodia (ISD), One Window Services in three provinces (Bateay Meachey, Siem Reap and Battambang), 2023-25.

Outcome 3: Improved access to, and disclosure of, public information on local and national vital issues especially public budgets

Project # 15: US State Dept. through EWMI funded the Access for All: Promoting Access to Information in Phnom Penh, Kratie, Kampong Thom and Pursat, 2023

Project #16: Internet Monitoring and Action Project (iMAP), national level, 2023-2024

OUR TEAM

LAM SOCHEAT
Executive Director

CHORN SOMALY
Head of Admin & Finance

PHAN PHORPBARMEY
Senior Programme Manager

MAN VANPANNIT
Senior Programme Manager

PHAN RATHA
Programme Manager

LONH SOKHENG
Senior Admin & Finance Officer

EM POLY
Senior Program Officer

KAMM PRAYUTH
Admin, HR & Procurement
Officer

SIM OEURN
Senior Project Officer

OEUK VISANG
Senior Project Officer

CHHAY PITOU
Senior Programme Officer
and Trainer

TAK CHHUNNEAT
Trainer & Program officer
Social Accountability Program

OUR TEAM

CHHUON THIDA
Project Officer

CHEA SOPHEAP
Senior Programme Officer
and Trainer

HONG SOVANNY
Senior Programme Officer
and Trainer

HENG MENGLY
Project Officer

VORN SOCHENDA
Project Officer

MARK SOPHAT
Project Officer

PHON SOPHAL
Program Officer and Trainer

MAO PHEN
Project Officer

PAL SOPHEAKCHAKRIYA
Project Officer

SIN SOLYNA
Finance Officer

CHREN KOEMSENG
Senior Project Officer

KRY VONG-SOPHEAP
MEAL Specialist

OUR TEAM

PHAL PHETRA
Project Assistant

KONG KEOPISETH
ICT and Internet Monitoring Specialist

HENG BUNHEANG
Project Officer

HANG VUTHRA
Project Officer

TAN THARY
ICT and Internet Monitoring Specialist

CHEUY BONDREAM
Project Officer

UCH CHRISTAR
Project Officer

SOK KOSAL
Project Officer

MAK VUTHY
Project Officer

MEN KOSAL
Project Officer

SOUERN SREY LEAB
Project Officer

SO SOPHEA
Project Officer

OUR TEAM

TEP CHANBORA
Fundraising and Business Development Specialist
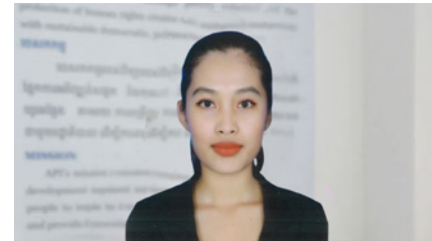
CHAN SEREY
Senior Project Officer

PHO SOPHORN
Project Officer

KONG SAM OEUN
Administrative Assistant and Driver

CHHORN PISEY
Project Assistant

VUTH VICHEKA
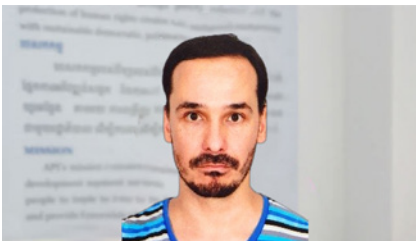Project Assistant

SO SORTHY
Communications Specialist

BOUT SOPANET
Project Finance Officer

LARS KRAUSE
Organizational Development Advisor

SILVIU MIHAI
Communication Coordinator & Social Media Content Producer

ADVOCACY AND POLICY INSTITUTE

A leading Cambodian NGO active in advocacy, policy influencing, capacity building, good governance and dialogue facilitation between citizens and state actors

The Advocacy and Policy Institute (API) is a Cambodian non-governmental organisation active in advocacy, policy influencing, good governance and civic engagement. Capacity building and dialogue facilitation are at the heart of our efforts towards democratic and sustainable development.

We have received widespread aclaim from both local and international organisations for our reliability, relevance and professionalism. Over a time span of almost two decades, API has helped institutionalise advocacy skills and has been striving to make local democratic and accountable governance a reality. To these ends, we have been conducting more than 300 training courses for over 10,000 participants affiliated with civil society and community-based organisations, local councils, media outlets, trade unions, Government institutions and the Cambodian Parliament.

API is unique in Cambodia's civil society in serving as a connector and facilitator for citizens' empowerment in their interaction with government at all levels. API has acquired first-hand experience on policy issues like access to information (A2I) through its grassroots work. Based on this vast experience, we are in the best position to make the voices of ordinary citizens count in policy-making at the national level. Here we have been trying to support government actors serve citizens according to the law and contribute to an enabling environment for citizens and civil society to express their concerns. Finally, we have been playing an important role in helping citizens understand their rights, access to information and make use of the opportunities for engagement offered by various laws and government policies.

Our programmes are guided by a human rights based approach. API serves all Cambodians and values the diversity of gender, sexual orientation and identity, (dis)ability, ethnicity, faith and political opinons. At the same time, we are especially committed to support the most disadvantaged in their efforts to make their voices heard.

CONTACT US

Phnom Penh Villa Building, #124, St. 388, Sangkat Toul Svay Prey 1
Khan Beoung Keng Kang, Phnom Penh, Cambodia
Phone (855-23) 213 486, Fax (855-23) 213 487

www.apiinstitute.org